



# TOWN OF FREDERICK

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401 LOCUST STREET • P.O. BOX 435 • FREDERICK, CO 80530-0435  
PHONE: (720) 382-5500 • FAX: (720) 382-5520

## FRONT DESK RECEPTIONIST

**DEPARTMENT:** Administrative Services  
**CLASSIFICATION:** Full-Time  
**PAY RANGE:** \$27, 960 - \$30,057

**FLSA STATUS:** Non-Exempt  
**LAST UPDATE:** 11/2010

### NATURE OF WORK

This position requires the use of discretion and the ability to make independent decisions. The Receptionist provides exceptional customer service by receiving incoming calls and directing callers to destination, or by meeting and greeting citizens and visitors and assisting them with general information. The Receptionist provides clerical support and assistance to staff in all other departments as needed. The Receptionist retrieves, delivers and distributes mail accordingly, accepts and enters all incoming water and utility payments, and maintains and balances the cash drawer daily.

### ESSENTIAL DUTIES / FUNCTIONS

*The duties listed herein are illustrative of the essential duties of the job and do not include other nonessential or peripheral duties that may be required.*

- Receive incoming calls and direct caller to appropriate destination or voice mail.
- Greet walk-in customers and assist them with bill payment or other general information.
- Accept all rent, water or utility payments (in the form of cash, check or credit card), that come in through the mail, over the phone or in person, and log the payments into the Caselle system.
- Responsible for unlocking and opening front doors for business at 8:00 am, and for locking and securing the front doors at 5:00 pm each day (Monday – Friday).
- Retrieve mail from / deliver mail to Post Office, process and distribute mail.
- Provide clerical support and assistance to office personnel in all other departments.
- Assist Planning department with mailings and filing, as well as the acceptance and/or conveyance of documents.
- May do some accounts receivable and invoicing for bill-backs related to new developments, etc.
- May be responsible for managing the Business License process per the Frederick Municipal Code.
- Keep track of office supplies and cleaning supplies for all three buildings (Public Works, Police Department and Town Hall), and order items when needed.
- Call vendors for office equipment repairs.
- Issue watering permits, drop permits, and other permits as needed.
- Maintain and balance cash drawer (daily). Complete daily balance sheets and ready cash for daily deposit.
- Occasionally prepare mass mailing for newsletters, water reports, etc, and prepare and complete all necessary certified mailings.
- May assist with other projects or duties as needed.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of office management and administrative procedures, policies, and practices.
- Knowledge of Town operations and functions.
- Ability to perform multiple duties at one time.
- Knowledge of general bookkeeping practices and procedures.
- Knowledge of and skill in operations of a variety of computer software programs, including all Microsoft Office products (Word, Excel, Publisher, etc.). Ability to quickly learn the Caselle financial system as it relates to intake and processing of bill payments.
- Ability to maintain working relationships with Mayor and Board of Trustees, other department personnel, outside agencies, and the general public.
- Ability to operate basic office equipment (fax, printer, copier, etc.).
- Ability to communicate effectively verbally and in writing.

## **EDUCATION, EXPERIENCE, AND TRAINING**

- Must have a high school diploma or equivalent.
- Previous receptionist and/or general office work experience is required. Experience in a highly visible position with a lot of public contact is highly preferred.
- Previous experience using a multi-line telephone system is highly preferred.
- Experience using Microsoft Word and Excel is required; experience using Microsoft Publisher is preferred.

## **PHYSICAL DEMANDS**

*The physical demands listed herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

While performing the duties of this job, the employee is regularly required to talk, hear, and use hands to finger, handle, or feel. The employee is frequently required to stand, walk, sit, and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT**

*The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment is usually moderate. This job is performed in an indoor, office environment.

*The Town of Frederick is an equal opportunity employer, and does not discriminate on the basis of age, race, color, ancestry, religion, creed, national origin, gender, physical or mental disability, sexual orientation, gender identity, or veteran status. The Town complies with the Civil Rights Act of 1964, related Executive Orders 11246 and 11375, Title IX of the Education Amendments Act of 1972, Sections 503 and 504 of the Rehabilitation Act of 1973, Section 402 of the Vietnam Era Veteran's readjustment Act of 1974, the Age Discrimination in Employment Act of 1967, as amended, the Americans with Disabilities Act of 1990, the Civil Rights Act of 1991, and all civil rights laws of the State of Colorado. Accordingly, equal opportunity of employment shall be extended to all persons and the Town shall promote equal opportunity and treatment through fair and equitable hiring practices. The Town of Frederick Administration Building is located at 401 Locust Street, Frederick, CO 80530.*